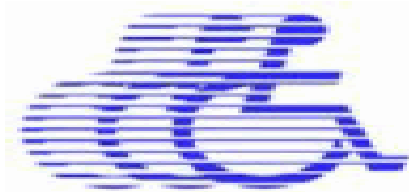


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AGENDA  
FOR THE REGULAR MEETING OF THE  
LOS ANGELES COUNTY COMMISSION ON DISABILITIES

500 WEST TEMPLE STREET, ROOM 374A,  
LOS ANGELES, CALIFORNIA 90012

WEDNESDAY, JULY 20, 2011, 1:00 P.M.



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## **Access**

### *Board of Directors*

11. Summary Report on Access Board Meeting attended by Kurt Hagen, Commission on Disabilities appointed Access Board Representative. (2 mins.) (11-3376)

The following report is respectfully submitted by Kurt C. Hagen, Access Services Board of Directors appointee for the Los Angeles County Commission on Disabilities (LACCOD). This report is to be presented at the July 20, 2011, regular meeting.

1. The most recent meeting of the Board of Directors was held on June 27, 2011. The following report addresses actions taken therein.

### **BOARD OF DIRECTORS MEETING—JUNE 27, 2011**

2. CLOSED SESSION—The Board of Directors discussed three litigation cases currently outstanding: Chroman v. Access Services, Jerry Bradley v. Access Services and Arun Prem v. Access Services. There was no reportable action taken on any of these cases.

3. OPEN SESSION—The Board of Directors recommenced the meeting in Open Session.
4. Superior Service Award—The April 2011 Superior Service Award recipient is Yesenia Garcia. Ms. Garcia is a Reservationist for MV transit in the San Fernando Valley service area.
5. Superior Service Award—The May 2011 Superior Service Award recipient is Cassandra Monroe. Ms. Monroe has been a Dispatcher and Driver for the past eight years for Southland Transit serving the Antelope Valley service area.
6. Board of Directors – The June 27, 2011, access services Board of Directors meeting was the last Board of Directors meeting for two Directors – Michael Greenwood (4 years of service) and Marlen Garcia (2 years of service).
7. Ex Officio Reports– TPAC had a very favorable response to the concept of including traveler information on the 511 system.

Community Advisory Committee (CAC) – there was no June 2011 CAC meeting, however, there were several community meetings. The CAC chair, Michael Williams, attended all but the West Los Angeles and Lancaster community meetings. He stated that there were numerous complaints brought up at the community meetings. On behalf of the CAC, Mr. Williams encouraged people at the community meetings, when they are on a shared ride with a CAC member, to bring up complaints for that CAC member to bring back to the meeting.

8. General Public Comment – There were two public comments with concerns regarding Access' "No-Show Policy". Staff was assigned from the dais to address these individual questions.
9. Consent Calendar – The following items address are from the consent calendar for the month of June 2011:
  - a. Approval to Add Funds to Contract ASI-2735 and to Allocate Funds For Contract ASI-3103 For Eligibility Service Provider Postage -- The Board of Directors approved an additional \$15,000 in funds the

contract period ending June 30, 2011. The Board of Directors also allocated an additional \$110,000 in funds for the period of July 1, 2011 through June 30, 2012. These allocations were necessary due to the fact that applicant received written material via mail regarding their eligibility status. The need for the additional funds for postage for the current contract year was instigated by a 19% increase for in person evaluations and a 9% increase in paper evaluations the first 10 months of the current contract year.

- b. Approval to Amend Contract ASI-2881- Mobile Relay Associates -- The Board of Directors authorized an additional \$47,000 in funds for the period June 28, 2011 through August 2, 2013, increasing the contract not to exceed amount to \$289,328.
- c. Approval of Board of Director's Audit Committee -- The Board of Directors approved following appointees to the Audit Committee: Kathryn Engel (Director Baghdanian), Enny Chung (Director Stitcher), and Richard Hasenohrl (Director Barnes).
- d. Approval to Award Consulting Services Contract for Federal Advocacy Services (ASI-3097) -- The Board of Directors approved the award of a consulting services contract to Simon and Company, Inc. for the period of October 1, 2011 through September 30, 2016 at an amount not to exceed \$225,000 for the five-year period. The contract rate would be \$3390 per month throughout the five years, with a maximum of \$3390 per year for travel and other overhead expenses. This contract was awarded to this entity due to the past success Access has experienced with Simon and Company, Inc.
- e. Renewal of Employee Health and Benefit Insurance Contracts -- The Board of Directors approved

several health and benefit insurance contracts as follows:

Approval of anthem Blue Cross and Kaiser Permanente health plan coverage for the period of July 1, 2011 30th, 2012 at a cost not to exceed \$847,685.

Approval of dental, life and long-term disability plan coverage with carrier Guardian for the period of July 1, 2011 through June 30, 2012 in an amount not to exceed \$89,831.

Approval of renewal of the contract with VSP for vision insurance for the period of July 1, 2011 through June 30, 2012 for an amount not to exceed \$11,905.

Approval of a contract renewal with Unum for the period of July 1, 2011 through June 30, 2012 in an amount not to exceed \$12,311 for an employer funded base with employee buy up long-term care.

Approval of a contract renewal with American Specialty Health Insurance for chiropractic coverage for the period of July 1, 2011 through June 30, 2012 in an amount not to exceed \$3791.

All of the above approvals have been incorporated into the budget for fiscal year 2011/2012. These budget costs represent a 5% overall increase from the current fiscal year.

- f. Approval of Access Services Value Statement -- at a retreat held earlier in the year, access executive management team discussed, and agreed upon, the following Access Services values:

*Respect* – treating all customers the way we, ourselves, would want to be treated.

*Quality* – delivering results that exceed our customers expectations.

*Responsive* – being sensitive to the needs of our customers and responding to their requests in a timely manner.

*Professional* – demonstrate a measured and expert approach to the business at hand.

*Leader* – developing and implementing innovative ideas as part of a nationally recognized team.

The Board of Directors approved this item as a receive and file.

- g. Board Resolution Declaring The Status of Insurance Proceeds For An Out of Service Vehicle Purchased With State 5310 Funds – The Board of Directors approved the resolution stating that access services will use the insurance settlement proceeds from an accident involving Section 5310 funded vehicle number 409885 to purchase a replacement vehicle to transport elderly and disabled FTA Section 5310 clients.

It is estimated that the insurance settlement proceeds will be approximately \$11,000, which will be used to purchase new replacement van for the access services fleet. Staff will now forward the signed resolution to the state and the state will release the lien on this vehicle and send access services the pink slip for the vehicle. The stage will also ask the insurance carrier through the state from any insurance proceeds check that may be intended for the state.

- h. Endorse Chairman Doran Barnes For American Public Transportation Association (APTA) Vice-Chair – The Board of Directors approved the endorsement of Chairman Barnes for the position of Vice Chair of APTA and to notify APTA of the endorsement.

- i. Approval of Extension of West Central Area Service Contract With California Transit, Inc. – The Board of Directors approved exercising the second option year of the contract with California Transit, Inc. for service in the West Central Region—approving an additional \$12,464,923 in funds and an extension in the period of performance for one year, from November 1, 2011 through October 31, 2012. There are no increases to either the fixed monthly or variable rates with this extension.
- j. Approval to Increase Funds For Nusura, Inc. For Emergency Preparedness Consulting -- The Board of Directors approved an authorization of additional funding in the amount of \$51,000 and an extension in the period of performance for three months from July 1, 2011 through September 30, 2011 for Nusura, Inc., for Emergency Preparedness Consulting and Training Services.

In September 2010, Access asked and received Board approval of their Security and Emergency Preparedness Plan (SEPP). The SEPP indicated the need for Access and Provider staff to receive National Incident Management System (NIMS) and Incident Command System (ICS) training. In addition, the SEPP also recommended tabletop exercises to validate and refine the SEPP and the procedures used by Access and their Providers to respond to a major emergency. Since engaging Nusura's services, Access and Provider staff have completed Incident Command System training; ICS-100, ICS-700, and a wildfire tabletop exercise.

Nusura will be providing additional training ICS-300 and ICS-400 plus customized tabletop exercises for Access and its service providers. In addition, Nusura will assist staff in revising/improving the SEPP and emergency operations procedures based on the findings from the tabletop exercises. Nusura

will assist in developing our Continuity of Operations Plans that will ensure Access customers who are in our system at the time of an incident will have their access and functional needs met while being transported to their destinations or a safe harbor.

- k. Approval of Extension of Antelope Valley Service Contract With Southland Transit -- The Board of Directors authorized an additional \$960,429 in funds and an extension in the period of performance for six months, from November 1, 2011 through April 30, 2012, for the service contract with Southland Transit, Inc. for the Antelope Valley.

The service contract for the antelope Valley was scheduled to reach the end of its term on October 31, 2011. A request for proposals was released in January 2011 and access received two proposals from qualified firms, MV Transportation and Southland Transit.

MV Transportation had a higher rating and was recommended to receive the award of the service contract.

In June, a protest of the award from Southland transit was received. The protest in and of itself did not warrant overturning the award, however, it was determined that a review of the procurement process was necessary and that certain aspects had the potential to be evaluated differently.

Therefore, staff intends to reissue this procurement with guidelines meant to address the concerns that were raised. Due to the length and complexity of the procurement process it is necessary to extend the current service contract for a six-month period.

- 10. Executive Director Compensation – The Board of Directors approved a change in the Executive Directors Compensation

Package, as negotiated by the Compensation Committee of the Board.

Under the terms of the Executive Director's contract, her compensation is to be reviewed every twelve months by the Committee. The Committee has reviewed the compensation of the Executive Director, and the prevailing salary for comparable positions with other public transit agencies. Pursuant to the authority of the Board granted in closed session, the Committee has negotiated with the Executive Director changes, to take place July 1, 2011.

11. Approval to Amend the Funding Agreement between Access Services and the Los Angeles County Metropolitan Transportation Authority (LACMTA) for 511 Traveler Information Services – The Board of Directors approved amendments of the memorandum of understanding between Access Services and the Los Angeles County Metropolitan Transportation Authority for purposes of programming and related services in the amount of \$164,000 in Access' to partner with Los Angeles County Service Authority for Freeway Emergencies (LA SAFE) and the 511 Traveler Information Services.

The 511 system consists of information about Freeway traffic speeds, travel times, real-time traffic cameras, area transit providers, carpool and vanpool partners and other rideshare programs.

There are four options that will be completed within 12 weeks for the website in 16 weeks with the interactive voice response segment of the 511 phone number.

Access Services area map will be included where customers can enter an address into the system and the system state if it is within the service area of Access.

Local transit options will be provided for the area in question including service times and contact information.



Free fair trip planner will be included that is similar to the current trip planner on 511, however customers will be able to plan a trip exclusively using transit providers that participate in the free fair program with access services.

Lastly, a feedback option will be included where Access riders can leave feedback for Access customer support.

12. Approval of Proposed Budget for Fiscal Year 2011/2012 – The Board of Directors approved the fiscal year 2011/2012 proposed budget as presented. As in prior years, the proposed budget was reviewed by an ad hoc board committee consisting of Board members Mike Greenwood, Kurt Hagen, Joe Stitcher and Sandy Varga.

Overall the budget is based on the funding level of \$116,214,299 of which purchased transportation represents 75.7% of the total budget. The budget will provide for delivery of 3.1 million passengers and 22.4 million contract revenue miles. This is a 3.4% and 2.6% increase respectively of passengers and miles over the fiscal year 2010/2011 budget.

Funding sources include \$57 million from federal (FTA) Section 5310 grant, \$600,000 the state of California is administered section 5310 funds, \$2.8 million from call for projects/JARC grants, \$5.5 million from passenger fare revenues, and \$250,000 from sale of depreciated vehicles and earned interest on cash in bank. The remaining \$50 million comes from Proposition “C” funds allocated to access pursuant to its approved business plan under its annual memorandum of understanding with Metro.

The total cost of \$98.2 million for this program (84.5% of total funding) is a 10.7% increase (\$9.5 million) over the fiscal year 2010/2011 budget.

The primary cost increases within this program are:

- Delivery of 2,390,839 trips (2,294,269 passengers FY10/11)
- \$5.00 per gallon for gasoline (\$3.24 FY10/11)

- Free Fare Program - \$2.5 million (\$1.5 million FY10/11)
- Insurance (fleet expansion) - \$334,920
- Salary & Related Benefits - \$225,575
- Metro Security Contract - \$225,000

### **Eligibility Determination**

The total cost of \$6.7 million for this program (5.8% of total funding) is a 23.9% increase (\$1.3 million) over the FY2011/10 budget.

The primary cost increases within this program are:

- 48,424 in-person interviews (39% increase from FY2010/11)
  - \$594,561 increase in eligibility and appeal contracts
  - \$448,987 increase in purchased transportation services

### **Consolidated Transportation Services Agency**

The total cost of \$0.41 million for this program (0.35% of total funding) is a 6.6% decrease (\$29,218) from the FY2010/11 budget.

The primary cost decrease is reallocation of staff to Paratransit Operations.

### **Administration**

The total cost of \$5.6 million for this program (4.8% of total funding) is a 15.3% increase (\$741,562) over the FY2010/11 budget.

The primary cost increases within this program are:

- Other Professional Services - \$404,734
  - Inventory Action Plan
  - Emergency Preparedness Training
- Salaries & Related Expenses - \$255,424
  - 3.0% merit increase

## Capital Projects

The total cost of \$5.3 million dollars (4.6% of total funding) is an 11.4% dollar decrease (\$685,200) from the FY2010/11 budget. Capital projects include –

Vehicle Expansion and Replacement (113 vehicles)	\$5,040,800
Computer Hardware/Software	\$200,000
Tether Strap and Marking Program	\$90,000

13. Access Services Community Advisory Restructuring –The Board of Directors approved a plan to restructure the CAC and TPAC.

At the Board of Directors Strategic Planning Retreat, there was extensive discussion concerning the function and makeup of the Community Advisory Committee (CAC) and the Transportation Professionals Advisory Committee (TPAC). Prior to that meeting, a subcommittee of the Board met several times to discuss the role of the committees and outlined the possible improvements that could be made both committees to better reach agency goals.

Generally speaking, several board members expressed their belief that the advisory committee contribution to the board could be improved by reorganizing them and I take another look at the method by which their members and officers are appointed.

The following recommendations were approved by the Board of Directors:

- CAC and TPAC shall have fifteen committee members each.
- A formal application process shall be established with applications sent to a small group of staff and committee members for review and consideration.
- Board approval shall be required for all Advisory Committee members.

- The membership will be appointed in two groups which will be appointed for two-year terms. The terms will expire in alternating (even and odd) years. In the case of membership vacancies, individual member(s) may be recommended to the Board for possible consideration and appointment. In addition, the Board Chair will appoint the officers of the committees.
- The current CAC and TPAC as presently constituted would become two ad hoc working groups whose function would be to develop a formal application process and discuss issues such as committee composition and membership qualifications.
- The ad hoc working groups shall draft new advisory committee by-laws incorporating the above recommendations. The revised application process and by-laws shall be brought for Board consideration no later than September 2011.

14. Access Services Community Advisory Committee Board Request Form – In light of the approval of item number 13 above, the Board of Directors tabled this item for the time being until after the results of the restructuring of the committees.

- ***There will be no July 2011 Board meeting due to many of the Board members attending the APTA conference.***
- ***The next Board of Directors meeting will be held on Monday, August 29, 2011. Please note, this is the fifth Monday of the month instead of the fourth.***
- ***The June 2011 Board of Directors meeting was adjourned in memory of Los Angeles County Commission on Disabilities Commissioner Harley Rubenstein.***

Respectfully Submitted,

  
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Date: July 20, 2011